



THE HEALTH BOARDS EXECUTIVE

CUSTOMER SERVICE CHARTER

INTRODUCTION

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The Health Boards Executive is pleased to present the 2003 edition of the Health Boards Executive Customer Service Charter. The Charter describes the level of service we aim to provide to you and defines our commitment to you.

People centeredness and quality were two principles which guided the development of the Health Strategy.

These two principles are reflected in the Customer Service Charter. We aim for continuous improvement in all aspects of our customer service delivery. You can help us to help you by providing your comments and suggestions.

We welcome any feedback you may have on the charter and on our services generally.

Angela Killeen
Customer Service



FOCUS

OUR CUSTOMERS ARE OUR FOCUS

We are committed to providing a timely, professional and quality service to you.

We will continuously strive to meet/exceed the service standard and commitment set out in our Charter.

Who are our Customers?

We define our customers as anyone who is in contact with HeBE whether they are employed by HeBE, the Health Services or are completely external to the organisation.

Enclosed is a list of topics covered in the Customer Service Charter.

- Who we are
- How to Contact Us
- Our Commitment to You - Providing a Quality Service by:
 - Treating You Professionally
 - Being Accessible
 - Providing Accurate and Clear Information
 - Responding Promptly
 - Responding to Feedback
 - Providing information on how to make a complaint
- Accountability
- Freedom of Information

WHO WE ARE

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The Health Boards Executive was established to enable joint working between Health Boards.

The Executive is a modern, responsive and dynamic statutory Health Agency, established by the Minister for Health and Children in 2002.

The HeBE Board comprises of the Chief Executive Officers of the ten Health Boards and the Eastern Regional Health Authority (ERHA).

HOW TO CONTACT US

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Website Address:	www.hebe.ie
E-mail Address:	info@hebe.ie
Webmaster's E-mail:	webmaster@hebe.ie
Address:	The Health Boards Executive Unit 4 Central Business Park Clonminch Portlaoise Road Tullamore Co. Offaly
Telephone:	++ 353 (0)506 57600
Fax:	++ 353 (0)506 57660

COMMITMENT

PROVIDING A QUALITY SERVICE

OUR COMMITMENT TO YOU

We are committed to providing a timely, professional and quality service to you.

We will do this by:

- Being professional
- Being accessible
- Providing quality services
- Providing accurate and clear information
- Responding promptly
- Responding to feedback

Treating You Professionally

Whether you visit our office or contact the office by phone, the Health Boards Executive staff will introduce themselves by name and provide assistance in a friendly, polite and helpful manner.

Being Accessible

You can access our services through:

- Our internet home page - www.hebe.ie
- Our Offices:

The Health Boards Executive Tullamore Office

Unit 4, Central Business Park, Clonminch, Portlaoise Road,
Tullamore, Co. Offaly.

Tel: ++353 (0) 57600 Fax: ++353 (0) 506 57660

Email: info@hebe.ie

The office opening hours are as follows:

Monday - Thursday 9:30 am to 5:30 pm

Friday 9:30 am to 5:15 pm

The Health Boards Executive Limerick Office

Irish Clearing House on Health Outcomes

Regional Development Unit

St. Camillus' Hospital

Shelburne Road

Limerick

Tel: ++353 (0) 61 483654 Fax: ++353 (0) 61 328042

Email: smccarthy@ich.ie

The office opening hours are as follows:

Monday - Friday 9.30 am to 5.05 pm

Providing Accurate and Clear Information

- We will ensure that our website is easy to navigate, updated regularly and can be searched effectively.
- We will maintain accurate and up-to-date information.

Responding Promptly

- We will respond to enquiries at the first point of contact, where possible. If we are unable to respond at the first point of contact, we will ensure that a relevant person will contact you within one working day.
- We will answer telephone calls personally, where possible, if not, we will respond to messages within one working day.
- We will respond or acknowledge receipt of all written enquiries within five working days of receiving them.

Responding to Feedback

We will consider all feedback and in particular, listen to our customers' suggestions on how we might improve our services. We want to operate in an environment of continuous improvement and your input will be taken into consideration.

If you have any suggestions on how we can improve our services, want to make a complaint or provide positive comments on either the service or the person who provided it, we encourage you to talk to the staff member with whom you dealt at the time.

We also welcome your feedback on our Customer Service Charter.

If you wish to use our formal feedback processes, you can access our website (www.hebe.ie), e-mail us at info@hebe.ie or write to us at:

Customer Feedback

The Health Boards Executive
Unit 4, Central Business Park
Clonminch
Portlaoise Road
Tullamore
Co. Offaly

Providing Information on How to Make a Complaint

We are committed to quick and fair resolution of formal complaints and will ensure your complaint is taken seriously.

If you have a complaint, you should:

If possible, discuss it with the staff member with whom you dealt; ask that you have the complaint referred to a Senior Officer for resolution if you are dissatisfied with the outcome.

ACCOUNTABILITY

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Monitoring and Reporting on our Charter.

We will also monitor the number and nature of customer complaints and other customer feedback to see where and how our services need to be improved.

We will publish the results of our performance each year on our website.

Reviewing our Charter

We will review our Charter at least every three years. Each review will consider customer comments.

The comments of our customers will play an important role in this review.

FREEDOM OF INFORMATION

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HeBE's Position Regarding Freedom of Information

We comply with the Freedom of Information Act and do so with the minimum of formality.

We are happy to provide information informally where possible, on request. Otherwise, information may be requested through the formal Freedom of Information procedure.